



**Sustainability Report 2025**



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# 1. THIS IS TELAVOX .





COMPANY SNAPSHOT

# What we do .

Our mission is to make it **easier** for companies to **communicate & collaborate** by mastering both the **tech and telco** side of telephony, PBX, messaging, meetings, and customer support in **one unified platform**.



MARKET POSITION

# You can find us here .

## And there.



### Customers

49 countries



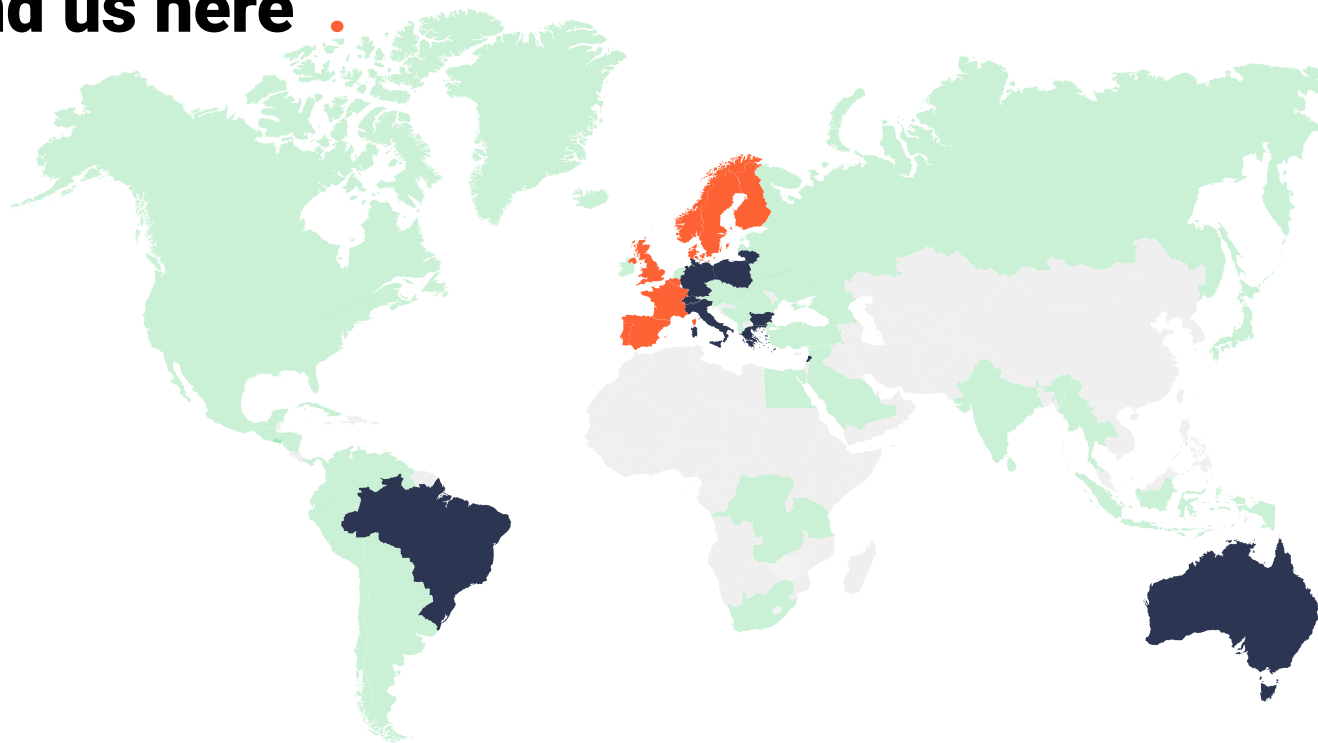
### Telavox offices

UK, SE, DK, NO, FI, BE, FR,  
ES, PT



### Online Sales

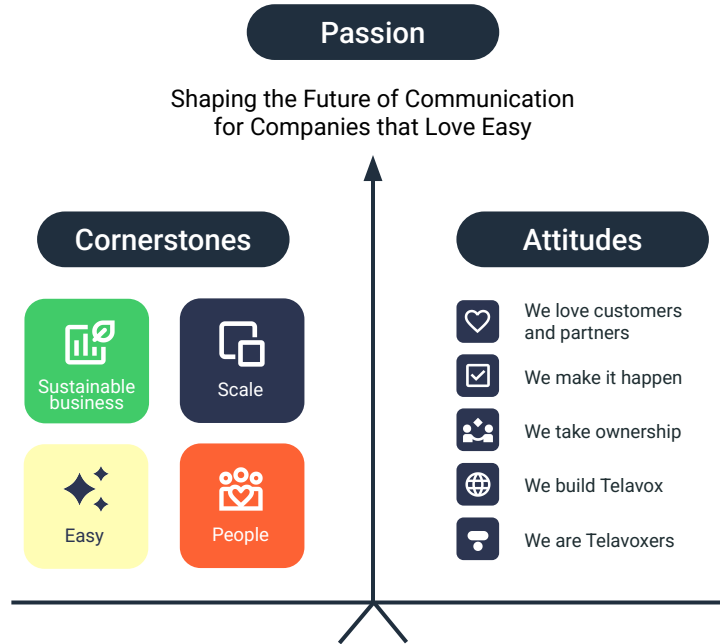
17 countries





OUR STEERING MODEL

# Passion, Cornerstones and Attitudes





OUR STEERING MODEL

# Our Cornerstones

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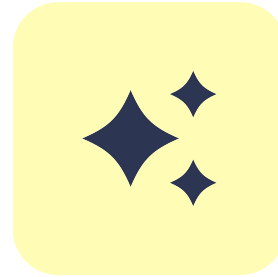
## Sustainable Business

Building a long lasting company with focus on growth, profit and acting responsibly



## Scale

Scale in everything is key for long-term sustainability and competitive advantage



## Easy

The best communication experience



## People

Communication is nothing without people





OUR STEERING MODEL

# Our Attitudes

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**We love customers  
and partners**



**We make it happen**



**We take ownership**



**We build Telavox**



**We are Telavoxers**



# Our Approach to Sustainability .

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We want to create a sustainable business and drive positive environmental and social development. Our positioning in connectivity, PBX services, communication, and cloud services allows us to help our customers achieve better sustainability by using digitalization, innovation, and newest communication tools including AI.

We are convinced that digitalization can transform traditional industries, which in turn can reduce and ultimately dismantle the use of fossil fuels. Our service is evergreen and cloud-based, meaning no need for on-premise hardware or repeated updates; it's all there, all the time!



# Identifying Key Impact Areas for Sustainable Growth

Through a double materiality assessment (DMA), we have identified the areas where we have the most significant impact and can drive the greatest positive change. The assessment is done in accordance with the Corporate Sustainability Reporting Directive ([CSRD](#)) to identify the areas of Telavox improvement areas for future sustainability initiatives.

Telavox prioritized sustainability topics are positioned in the top right corner of the matrix. These topics also form the foundation for the coming years and will be monitored in the sustainability report, presented via three areas:

- GREAT WORKPLACE
- GREAT PARTNER
- GREAT SERVICE

Telavox impact on society & environment	<b>Impact materiality</b> Corporate culture Whistleblower protection Payment practices with suppliers Corruption and bribery	<b>Double Materiality</b> Climate change adaptation & mitigation Energy consumption Working conditions & wellbeing Equal treatment & opportunities for all Data security & business ethics (both internal & external perspective)
	<b>Not material</b> Microplastics Resource inflows and usage Resource outflows related to products & services Waste Animal welfare Political & Lobbying activities	<b>Financial materiality</b>

**Financial impact on Telavox**

**Organization for Sustainability**  
 The group management team at Telavox is responsible for Sustainability work at Telavox.

\*DMA Performed 2024 No further assessment has been made since



## 2. GREAT WORKPLACE .



# GREAT WORKPLACE .

One of the cornerstones in our Steering model is people. Without the people, we are nothing. This aspect includes both for employees and future employees. As an employer, we believe equality, diversity, and inclusion are essential to a great work environment. If we create a work environment where people feel included and free to be themselves with equal conditions, well-being, and success will come.



# Work Environment & Wellbeing .

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*A good work environment is essential because it promotes employees' health, well-being, and engagement. When the work environment is positive and supportive, stress decreases, and **productivity increases**.*

*Additionally, a nice work environment makes **employees feel more motivated in their daily work and** encourages them to stay longer with Telavox.*





## We have the following routines to ensure employees feel respected, heard, and supported:



### **Work environment policy**

Our work environment policy outlines how we should act and how responsibilities are distributed. The employer holds the primary responsibility for the work environment and workplace conditions, while all employees share the responsibility of contributing to a positive work environment



### **Flexible work arrangements**

Most departments offer flexibility in both working hours and location.



### **Regular employee feedback**

A Team Barometer survey is conducted every switch week to monitor engagement and well-being. Managers hold regular one-on-one meetings to track workload and prevent excessive working hours.



### **Quarterly Work Environment Forum**

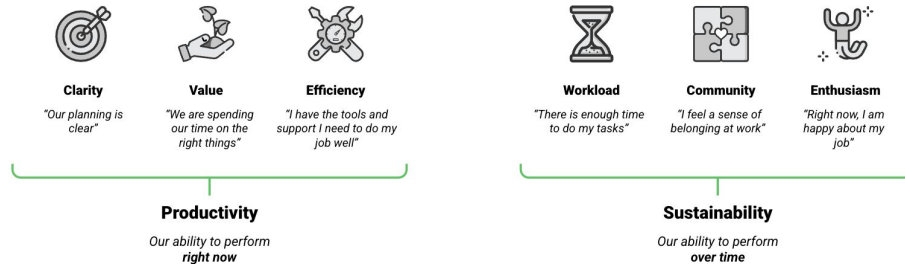
A structured forum to discuss and improve workplace conditions.





# Team Barometer Pulse Survey .

Every sixth week, we conduct a pulse survey where employees rate their work environment through six questions. The results are summarized into a Team Barometer Score. The goal is to maintain an average score above 70 out of 100 in the Team Barometer.



The result is discussed in each team to identify improvements, and actions are taken on team and organizational levels.

## OUTCOME 2025

During 2025 the average Team Barometer score was 76/100. We also track employee experience through the pulse survey data, where we measure employees' sense of community and belonging. In 2025, our goal was an average score of 80+ for both women and men, with actual results of 86 for women and 88 for men.





## eNPS deep dive 2024/2025.

Every quarter, we use our pulse survey to measure employee engagement and willingness to recommend Telavox as an employer through the Employee Net Promoter Score (eNPS).

In 2024, our average eNPS decreased significantly from 44 in 2023 to 12.5. To better understand the underlying causes, the HR team conducted a comprehensive deep dive into employee engagement during Q3–Q4 2024. This included analyzing survey trends and qualitative comments, as well as facilitating group discussions with more than 70 Telavox employees across the organization.

Based on these insights, a company-wide action plan was developed and implemented, with a strong focus on improving communication and increasing transparency around our financial status.

**Throughout 2025, we have continued to work actively according to this plan. As a result, we have seen a positive development in eNPS during Q2–Q4 2025, increasing from 2 to 21. The average eNPS landed at 12 for 2025.**



# Equal Treatment & Opportunities for All

*At Telavox, we are committed to ensuring equal employment opportunities and fostering a diverse, inclusive, and non-discriminatory workplace. We proactively identify and mitigate risks related to workplace discrimination, unequal compensation, and labor rights compliance.*

*Ignoring these risks could lead to legal issues, damage our employer brand, and reduced employee satisfaction, impacting productivity, retention and our ability to recruit new talents.*





## We have the following routines to ensure employees have equal treatment & opportunities for all:

### **Equal pay analysis**

To detect and correct potential pay gaps. At Telavox, we see this is not just a requirement but a commitment. We strive for fairness and equal conditions, especially in a male-dominated industry, and aim to ensure equal pay for equal work.

### **A standardized salary review process**

With a well-documented salary process and salary review, we ensure compliance with legal requirements and professional payroll management.

### **Employment contracts aligned with national labor laws**

To ensure compliance with minimum wage regulations and fair working conditions.

### **Gender equality in focus**

In our internal career development programs ensure equal opportunities for all employees to grow and advance. With clear gender equality goals, we work to close representation gaps and create inclusive career paths.



## Gender diversity metrics.

We actively monitor gender balance in recruitment, promotions, leadership and employee experience metrics:

- During 2025, we hired 61 new employees, of which 28% (17) were women. While we did not reach our previous ambition of a 50/50 gender distribution, our outcome aligns with current industry benchmarks for technology companies.

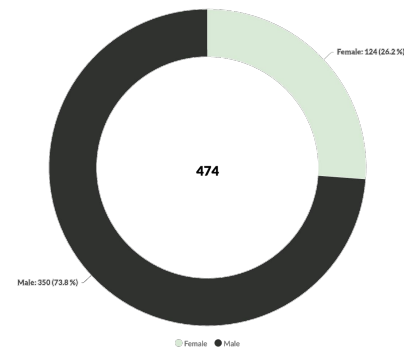
Moving forward, we will adopt a more data-informed and progressive target. For 2026, our goal is that at least 35% of new hires are women. We will continue to support this ambition through structured actions such as manager training in unbiased recruitment, structured interview processes, and broader candidate sourcing strategies.

- In 2025, the promotion rate for women was 11% compared to 7% for men, resulting in a promotion parity ratio of 1.57. This reflects a positive corrective movement, as women remain underrepresented in senior roles.

36% of all promotions were women, exceeding our target of 35%.

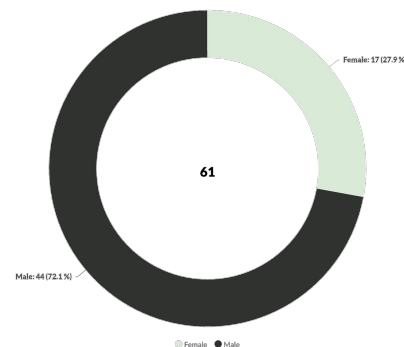
Moving forward, we will ensure that promotion outcomes reflect workforce composition and maintain a promotion parity ratio that supports long-term gender balance.

## Number of employees



Powered by Bob

## New employees



Powered by Bob

\* Data per 2025-12-31 based on personnel ID



## Ethics & human rights

We want Telavox to be a safe space where we can create, coexist and ultimately deliver a great product and experience. To uphold this, we have a Code of Conduct and a Separate Treatment Policy, which are communicated to all employees and leaders.

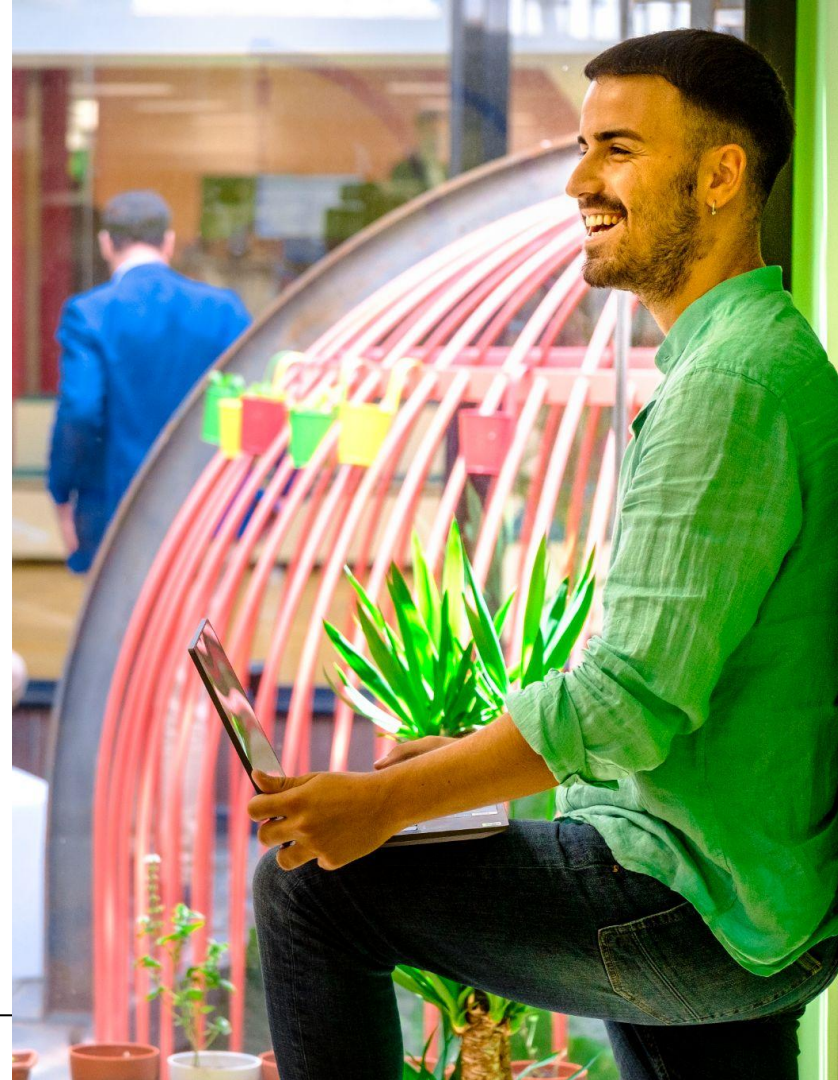
Any form of bullying or harassment is strictly prohibited, and offenders will be subject to disciplinary action.

As part of the onboarding process, all new Telavoxers are introduced to the Code of Conduct and the Separate Treatment Policy and are required to read and acknowledge them.

To ensure compliance with both internal policies and national laws, we have an incident handling process and a whistleblowing function in place. Employees can report any suspected misconduct anonymously, if preferred, and all reports are thoroughly investigated and followed up.

### OUTCOME 2025

Two internal incidents reported which was handled and follow up on internally.



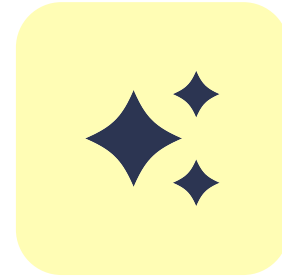
# 3. GREAT PARTNER .



# GREAT PARTNER .

Telavox handles large volumes of customer communication, including calls, chats, and voice messages. Therefore, data security, business ethics, integrity, and transparency are key sustainability considerations for the company. Failure to comply with legislation or unclear guidelines can harm our reputation and lead to regulatory sanctions.

In this section of the report, we highlight the key areas relate to our commitment to being a great partner.



## Information security

At Telavox, information security is a strategic priority and a fundamental part of how we operate. We maintain ISO 27001 certification, ensuring that protection of customer data and systematic risk management are embedded in our daily operations rather than treated as a compliance exercise

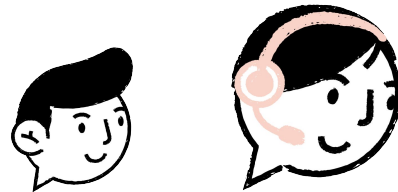
We are actively monitoring the evolving regulatory landscape. The EU's NIS2 directive, introduces stricter requirements for organizations operating critical and important infrastructure. Our existing security framework positions us well to meet these demands, and we are working proactively to ensure full compliance as the regulation comes into effect.

We remain committed to continuous improvement in information security – protecting our customers, our partners, and the integrity of our communication services.

All employees has received information about their responsibilities and all new employees are introduced to this during the onboarding process.

### The following incident reporting channels are available:

- Direct Manager
- Office IT, ticket in Freshservice
- LeadTech, email [tech@telavox.com](mailto:tech@telavox.com)
- Data Privacy, email [privacy@telavox.com](mailto:privacy@telavox.com)



# Data privacy.

## Sustainable Innovation: Privacy, Ethics, and AI

Our commitment to sustainability encompasses the long-term resilience of our digital ecosystems. Central to this is our dedication to the General Data Protection Regulation (GDPR). We treat data privacy as a fundamental human right, ensuring that all personal information is handled with absolute security and respect for digital autonomy. By embedding transparency and accountability into our operations, we build the trust necessary to innovate responsibly.

## Responsible AI Integration

As we adopt **Generative AI (GenAI)** to enhance efficiency and product functionality, we ensure innovation never compromises integrity. Our strategy is governed by a "Privacy by Design" mandate, balancing technological speed with ethical safeguards.

- **Internal Efficiency:** We utilise AI to optimise workflows under a "Human-in-the-Loop" philosophy. This maintains accuracy and prevents bias while ensuring sensitive data is never used to train public models.
- **External Excellence:** Our AI-driven features prioritises transparency and data minimisation. Customers are always informed of AI interactions, and rigorous safety protocols ensure all outputs remain within ethical boundaries.

By aligning our AI evolution with our GDPR obligations, we secure a future where technology serves humanity without compromising its rights.



# ... and some more about data.

To comply with GDPR and mitigate risks, we establish **Data Processing Agreements (DPAs)** with customers and suppliers, ensuring responsible supply chain management through regular vendor controls and agreement reviews.

## Customer Commitments:

- **Purpose-Limited Data Use:** We strictly use personal data to provide services as outlined in our service descriptions, terms and conditions, and privacy policy. Data is also used to support our customers and fulfill our contractual and legal obligations.
- **Security & Confidentiality:** We implement robust technical and organisational measures to protect the integrity and confidentiality of our customers' data, ensuring compliance with GDPR and AI standards.
- **Compliance Readiness:** We maintain the necessary resources and expertise for GDPR and AI compliance.
- **Breach Notification:** Customers are informed of data breaches per GDPR rules.

## Internal Compliance & Vendor Oversight:

- **Employee GDPR Training:** All staff receive GDPR training, with specialized sessions for engineers and quarterly security updates.
- **Vendor Control:** We regularly review supplier agreements to ensure compliance and data protection.
- **Strategic DPO Reassessment:** As Telavox's data privacy maturity has increased, we have reassessed the Data Protection Officer (DPO) role. This has led to the transition toward a more challenging and specialised position designed to meet our heightened internal standards and the increasing complexity of our data environment.

By continuously strengthening these practices, we ensure a secure and responsible data environment.



# Ethical Business Practices .

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## Zero Tolerance for Corruption

Telavox strictly adheres to Institutet mot Mutor's (IMM) Code concerning gifts, rewards, and other benefits in the business world. We actively work to prevent corruption and unethical behavior in all aspects of our business.

- All forms of bribery and corruption are strictly prohibited within our organization.
- Employees are not allowed to give or receive gifts, benefits, or bribes that violate this code.
- Telavox opposes all forms of money laundering and has implemented relevant measures to prevent financial transactions from being used for criminal activities.



To ensure compliance with these principles, all employees are responsible for adhering to applicable laws and regulations. If clarification is needed, Telavox provides guidance and support to ensure that all business decisions align with legal and ethical standards. Our Code of Conduct reinforces our commitment to integrity and responsible business operations.



## Respect for Human Rights

Telavox is committed to respecting and upholding human rights in accordance with the United Nations Universal Declaration of Human Rights.

- All employees are expected to respect individuals' dignity and integrity and comply with the Telavox Code of Conduct.
- We do not tolerate any form of human rights violations within our business activities.
- When selecting suppliers and business partners, we prioritize those who share our commitment to ethical business practices and human rights.
- We continuously evaluate and manage risks to data privacy rights, individual rights, and freedoms in our business decisions and procurement processes.

## Risk management & continuous improvement

Currently, we assess the risk of corruption and human rights violations within our operations as low.

- We have a incident reporting procedure in place.
- Employees receive training on the Code of Conduct and Whistleblowing Policy during onboarding.
- Employees are expected to adhere to the Code of Conduct and are well-informed on how to report any suspected misconduct.

However, we recognize the need for further integration of these principles into our procurement and supplier selection processes. Throughout 2025, we will conduct a deeper evaluation to strengthen our due diligence procedures and risk assessments related to business ethics and human rights in our supply chain.

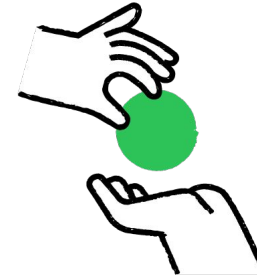


# Whistleblower Channel at Telavox .

Any misconduct can be reported anonymously through a secure, web-based reporting tool provided by the external provider, WhistleB Whistleblowing Centre AB. The tool is available on the Telavox website, making it accessible to customers, and other external partners who want to report concerns.

## The most important things to know about our whistleblower channel at Telavox

- It applies to employees, jobseekers, trainees, consultants, volunteers and other people who in a work-related context have a relationship with Telavox Group.
- We use a [web-based reporting channel called WhistleB](#) and collaborate with an external whistleblower unit at the law firm Delphi. Reports can be made online here <https://report.whistleb.com/no/telavox>
- Reported misconducts will lead to investigation by above and an report will be sent to Telavox HR, Telavox compliance specialist and CEO. If the misconducts refer to any of these persons, the report will be sent to the board of Telavox Group.
- A summary of all cases will be sent on a yearly basis to the board.



As part of the onboarding process, all new Telavoxers are introduced to the Whistleblowing Policy. We also provided employees with additional information about its existence at the beginning of 2024.



# 4. GREAT SERVICE .



# GREAT SERVICE .

Customer responsibility is a key aspect of our sustainability efforts. We are committed to being a sustainable partner through our digital solutions and providing energy-efficient services. By offering communication tools that support remote and hybrid work, Telavox helps businesses reduce travel-related emissions.

Throughout 2025, we have continued to develop sustainable digital solutions that reduce our customers' carbon footprint and enhance their communication efficiency.



# Climate Change Mitigation .

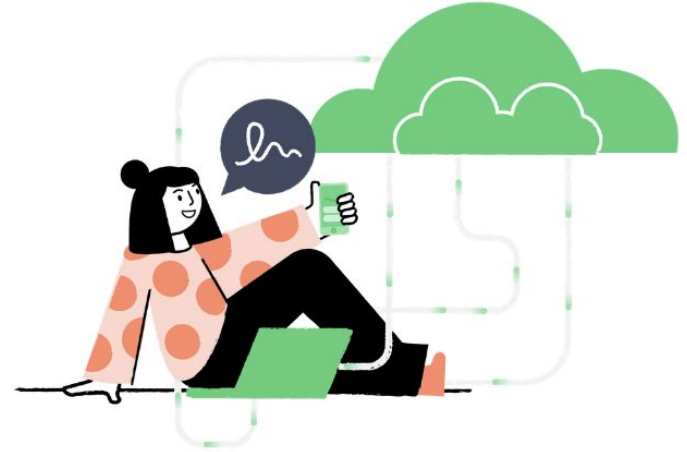
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Top product focus in 2025.

In 2025, we modernized our infrastructure, updated mobile core networks in Sweden and Belgium, and integrated agentic AI Voice workflows, enhancing efficiency and customer satisfaction.

This shift significantly reduced our environmental footprint by optimizing resource allocation and decreasing energy consumption. We also successfully navigated the 2G sunset and expanded our mobile core on modern, energy-efficient foundations.

At the service level, we created a leaner digital ecosystem by embedding Telavox into users' core workflows via advanced CRM and ticketing integrations, reducing software redundancy. The successful launch of agentic AI Voice workflows saw us delivering faster resolution and higher customer satisfaction. These AI solutions enable intelligent scaling, maximizing efficiency and minimizing resource drain.



# Energy Consumption .

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## Everyday actions

Sustainability isn't just about big policies—it's about the conscious choices we make every day.

- **Sustainable Food Policy**  
In 2025, we updated our Sustainable Food Policy to take a more holistic approach to sustainable food choices. While vegetarian options remain the default, locally sourced and organic meat may be included at smaller events. This shift allows us to support sustainable producers, reduce transport impact, and address sustainability from a broader perspective while maintaining our ambition to lower our overall climate footprint.
- **We choose kickoff destinations close to home**  
Historically, we have been to exotic places, but there are better ways for the future.
- **We are reusing and recycling**  
We have recycling stations at all our offices that use for all kinds of waste. We have a partnership with Reкомо, which sells reused office furniture. When in need of chairs or desks, this is our go-to. We also have an internal Buy & Sell function for employees which is used frequently.



## Travel

Travel is a large part of a company's carbon footprint. And to travel in the best possible way, we have taken steps to ensure a decrease in our carbon footprint.

### Travel policy

All employee must follow our internal travel policy so that we can ensure smart and conscious travels. Travel are booked through Egencia (travel booking system) so that we have accurate data on our travel emissions. This will allow us to track our emissions and make progress towards our sustainability goals and comply with regulations regarding emissions.

Our travel booking system also preselects trains, then climate-compensated airfares. This will make it easier for our employees to choose the option with the smallest carbon footprint.

### Central offices

To ensure easy access by public transport, biking or walking, our offices shall be at easy-to-get-to locations in the city center.

### Car pools and car policy

If cars are needed: We will use carpools, such as Green Cars, and preselect electric vehicles as our default choice. Our car policy is based on employees driving a certain amount on duty. We also have a higher TCO for electric cars, making it more beneficial for employees to choose an electric and environmentally friendly vehicle.





## Sustainable data centers and renewable energy

At Telavox, we recognize that digital infrastructure plays a crucial role in sustainability. As cloud-based communication services continue to grow, so does the energy demand of data centers. To ensure that our operations contribute to a greener future, we prioritize energy-efficient solutions and renewable energy sources.

To reduce our environmental footprint, we collaborate with data center providers that use 100% renewable energy. Currently, all our data centers run on 100% renewable energy, and we are committed to maintaining this standard as we onboard new data centers. This ensures that our customers benefit from a sustainable digital infrastructure.

A key focus for the coming years is transitioning more customers to Kubernetes-based deployments. This shift enables more dynamic scaling, ensuring computing power is used only when needed, thereby reducing energy waste



# Social Sustainability

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The tech industry is still largely male-dominated, especially within software development. Developers play a key role in building new products, creating innovative solutions, and starting new tech companies. Increasing the number of female developers is therefore important not only for gender equality, but also for innovation and long-term growth in the industry.

As part of our social sustainability goals, we committed to organizing at least one event during the year focused on supporting female developers and encouraging entrepreneurship, for example through initiatives similar to Pink Programming. During the year, we exceeded this goal by organizing two such events.

Through these initiatives, we aim to inspire more women to pursue technical careers, strengthen professional networks, and highlight female role models in development and entrepreneurship. By doing so, we contribute to a more inclusive tech industry while also strengthening the future talent pipeline.



# 5. GOALS AND RESULT .



# Result 2025 & Goals for 2026

Sustainability aspect	Goal 2026	Result 2025	Result 2024
Employment	eNPS: 50	Average: 12	Average: 12.5
	<b>Pulse survey score:</b> Barometer index of 70/100 and 80+ score on community for all Telavox.	Barometer Index: 76/100 Average community: 87	Barometer Index: 75/100 Average community: 84
	<b>Gender diversity:</b> 35% female/male in our hirings and for all Telavoxers on all levels and departments.  35/65 female/male in all our promotions.  All internal trainings should be represented by women to at least the 30 % of women at Telavox in general.	28% female hires  36% female promotions  No programs 2025	23.4% female hires  14% female promotions  No programs 2024
Social matters	<b>Female entrepreneuring:</b> 1 event with Pink Web Dev or similar partner	2 events	1 events
Human Rights	<b>Data privacy:</b> Review Data Protection procedures and introducing a zero tolerance for high risk data privacy risk exposure	<b>Data Privacy:</b> New Group Data Protection Policy and organisation <b>Code of conduct:</b> Adopted a new Group Code of conduct	<b>Data Privacy:</b> Introducing a new Data Privacy Program
Anti-corruption	<b>Anti bribery anti corruption:</b> Group Anti Corruption Policy refresh training.	A new Group Anti Corruption Policy has been adopted(board meeting 20250403), including training for all employees.	New goal for 2025
Environment	<b>Share of renewable energy in data centers (%)</b>	100%	New goal for 2025



# Results .

## Summary results 2025

We achieved a strong year across our sustainability focus areas. In the "Great Workplace" segment, we surpassed our engagement goal by achieving a 76/100 average Team Barometer score, and we saw a positive correction in our Employee Net Promoter Score (eNPS), which recovered from 2 to 21 by Q4 2025.

Furthermore, our equal treatment efforts showed positive results, with the promotion rate for women at 11% compared to 7% for men, and 36% of all promotions going to women.

Demonstrating our commitment to being a "Great Partner," we maintained our ISO 27001 certification, appointed a dedicated Data Protection Lead, to ensure processes and implementation completion. Within the area of data protection, we have implemented a responsible AI strategy governed by a "Privacy by Design" mandate, ensuring compliance with GDPR.

Across our "Great Service" initiatives, we successfully modernized our infrastructure and integrated and released agentic AI Voice workflows and products. Among many beneficial outcome of AI Voice it also further helps us and our customers to reduce our environmental footprint by digitalization. Crucially, all our data centers now operate on 100% renewable energy, and we exceeded our social sustainability goal by hosting two events aimed at supporting female developers.



# Conclusion .

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## Our Focus for 2026

Heading into 2026, we're prioritizing diversity & employee engagement, to make Telavox an even better place to work and grow.

We'll keep supporting female entrepreneurship by hosting at least one dedicated event and expanding partnerships to help more women thrive in tech. To strengthen our diversity efforts, we'll update our DEI policy and introduce unbiased recruitment practices. We'll also launch a leadership program to support and strengthen our leaders in their day-to-day work. By providing the right tools, guidance, and development opportunities, we'll help them grow as leaders, drive a positive work culture, and ensure Telavox continues to be a sustainable and responsible employer.

To boost employee engagement, we'll act on insights from our eNPS deep dive, focusing on better internal communication, transparency, and alignment with our company vision and values—all to create a stronger sense of community.

On the sustainability side, we're committed to working with data center providers using 100% renewable energy.

Lastly, we'll continue to strive for zero tolerance high risk data privacy risk exposure and corruption cases by strengthening compliance and security measures, keeping our operations transparent, fair, ethical, and secure.



# 6. ABOUT THE REPORT.



# About the report .

This sustainability report is prepared in accordance with the Swedish Annual Accounts Act (ÅRL) Chapter 6, which implements EU Directive 2014/95 on the disclosure of non-financial information. Additionally, it references select this report follows the guidelines of the Global Reporting Initiative (GRI) and the upcoming requirements of CSRD (Corporate Sustainability Reporting Directive) and ESRS (European Sustainability Reporting Standards).

The sustainability report constitutes the Group's and the Company's statutory sustainability report and is part of the management report for Telavox AB, corporate registration number 556600-7786. This year's sustainability report pertains to the financial year 2025.

## Data Collection & Materiality Assessment:

In 2024, we conducted a double materiality assessment to identify the sustainability risks and opportunities most relevant to our business and stakeholders. The analysis was based on our value chain, stakeholder dialogues, and daily operations. The materiality assessment serves as the starting point for Telavox alignment with upcoming legislations requirements within sustainability reporting as well as for our ability to meet market requirements. Currently Telavox monitor and follow the ongoing changes of legislation in terms of EU directives and sustainability reporting (Omnibus Package). The findings from the double materiality assessment form the foundation for the risks and focus areas presented in this report.

## Environmental data

During 2025 we kept following the development of reporting regulations, since european corporate sustainability reporting changed its scope, Telavox are no longer included in the by law reporting scope. Environmental data has not been collected due to this.

## People data

Employee-related data in this report refers to permanent employees as of December 2025. Regarding gender identity, employees are given the option to identify as male, female, or non-binary, with the choice to opt out of responding if preferred.



# Telavox DMA- process .

Telavox Project Work Group

- SASB-Standards**
- Energy
  - Data Privacy
  - Data Security
  - Workforce

**Sector specific**

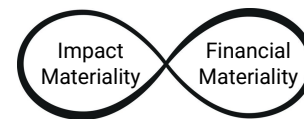
**CSRD awareness**

- Webinars, information and expertise from experts
- Understanding the context & planning internal roadmap

**Telavox  
DMA-assessment**

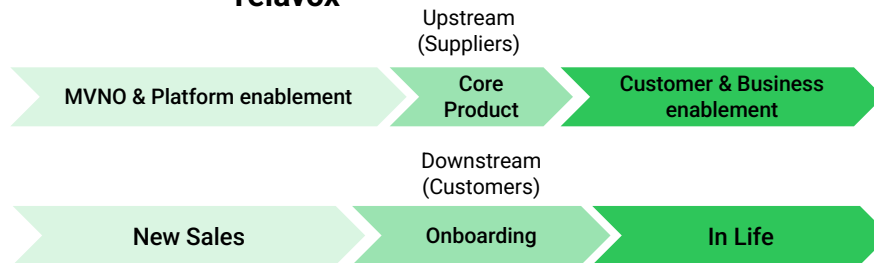
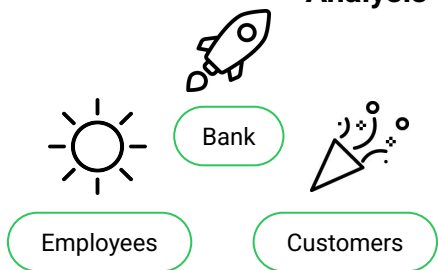
**Double  
Materiality**

- Project work group & key persons**
- Workshops & discussions
  - Questionnaires
  - Coaching and sparring with EY



**Stakeholder  
Analysis**

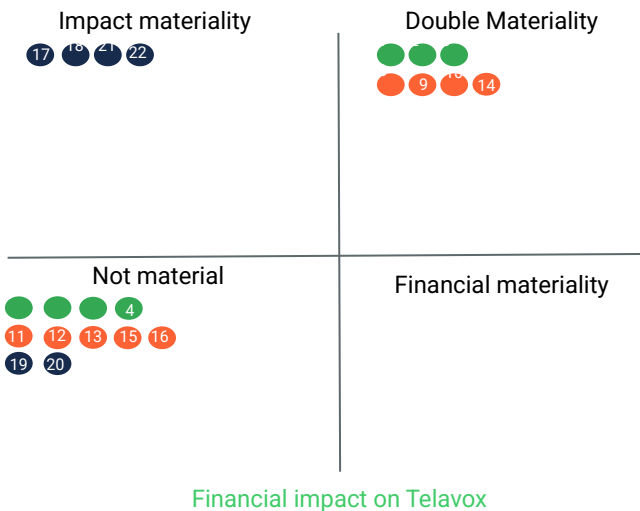
**Value Chains of  
Telavox**



# DMA- Result.

The DMA results indicate that the key material topics to report on are E1, S1, S4, and G1. The overarching themes are *energy consumption*, *data privacy* and *data security*. These topics are linked to our value chains, stakeholder analysis and daily operations.

Telavox impact on society and environment



Topics marked in grey in the list to the right were argued immaterial in the rough assessment made and thereby not included in the assessment results.

## Environmental

### E1 Climate

- Climate change adaptation
- Climate change mitigation
- Energy

### E2 Pollution

- Air
- Water
- Soil
- Living organisms and food resources
- Substance of high concern
- Microplastics

### E3 Water & Marine resources

- Water
- Marine resources

### E4 Biodiversity & ecosystems

- Direct impact drivers of biodiversity loss
- Impact on the state of species
- Impacts on the extent and condition of ecosystems
- Impacts and dependencies on ecosystem services

### E5 Resource use and circular economy

- Resource inflows and usage
- Resource outflows related to products and services
- Waste

## Social

### S1 Own workforce

- Working conditions
- Equal treatment & opportunities
- Other work-related rights

### S2 Workers in the Value Chain

- Working conditions
- Equal treatment & opportunities
- Other work-related rights

### S3 Affected Communities

- Economic, social and cultural rights
- Civil and political rights
- Particular rights of indigenous rights

### S4 Consumers and end-user

- Information related impacts
- Personal safety of consumers
- Social inclusion of consumers

## Governance

### G1 Business conduct

- Corporate culture
- Whistleblower protection
- Animal welfare
- Political & Lobbying activities
- Payment practices with suppliers (late payment)
- Corruption and bribery

RISK & CONSEQUENCES	AREA	MITIGATION
<p>A decrease in employer attractiveness may result in Telavox being unable to retain and recruit skilled and engaged employees.</p> <p>Stress, burnout, and mental health issues due to high workload or unclear expectations</p>	<p>Working conditions &amp; wellbeing Equal treatment &amp; opportunities for all</p>	<ul style="list-style-type: none"> <li>• 1on1 - dialogue between employees and manager about work condition &amp; development</li> <li>• Pulse Survey to measure employee satisfaction &amp; eNPS</li> <li>• Work environment forum</li> <li>• eNPS deep dive</li> <li>• Implemented a new workplace approach</li> </ul>
<p>Poor sustainability performance may impact brand reputation and reduce attractiveness for environmentally conscious clients and partners</p>	<p>Climate change Energy consumption</p>	<ul style="list-style-type: none"> <li>• Updated travel policy</li> <li>• Continuous development of Telavox's product with more energy-efficient, cloud-based solutions</li> <li>• Assessment of suppliers and partners to ensure that data centers use 100% renewable energy</li> <li>• The development of an Environmental Policy has started</li> </ul>
<p>Violations of business ethics, such as bribery or undue benefits, could lead to legal issues, reputational damage, and loss of trust.</p> <p>Non-compliance with laws and policies may also result in financial penalties.</p>	<p>Adherence to GDPR and data protection regulations Ethical business practices</p>	<ul style="list-style-type: none"> <li>• Achieved ISO 27001 certification</li> <li>• Appointed a Data Protection Lead to drive and enhance data privacy initiatives</li> <li>• Hired a Chief Information Security Officer (CISO) to oversee cybersecurity strategy and risk management.</li> </ul>





# The Basics

## Examples of Telavox Policies and Best Practices in these areas:

- Work environment policy
- Alcohol and drug policy
- Travel & Car policy
- Environmental policy
- Separate treatment policy
- Telavox Code of Conduct
- Equality policy
- Privacy Policy
- Privacy Notice
- Data Processing Agreement
- Personal Data Breach



# Contact.

In case of questions about this report, please contact [hr@telavox.com](mailto:hr@telavox.com).

